

FIG. 1

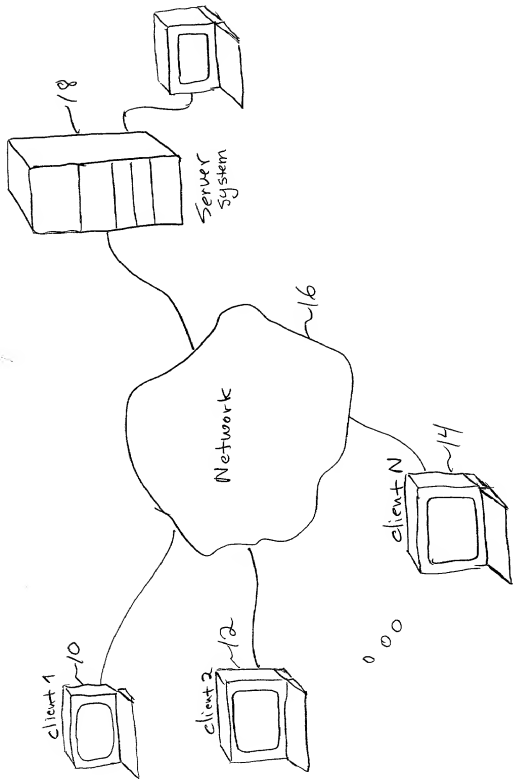


FIG. 1

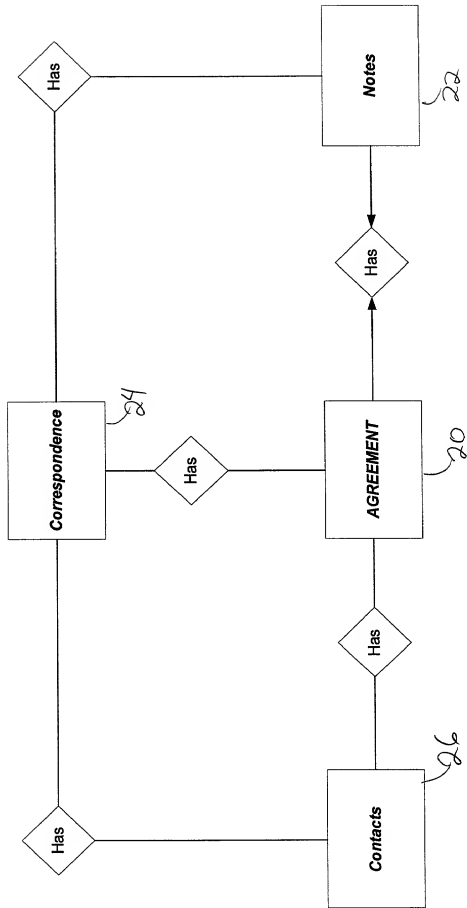


FIG. 2

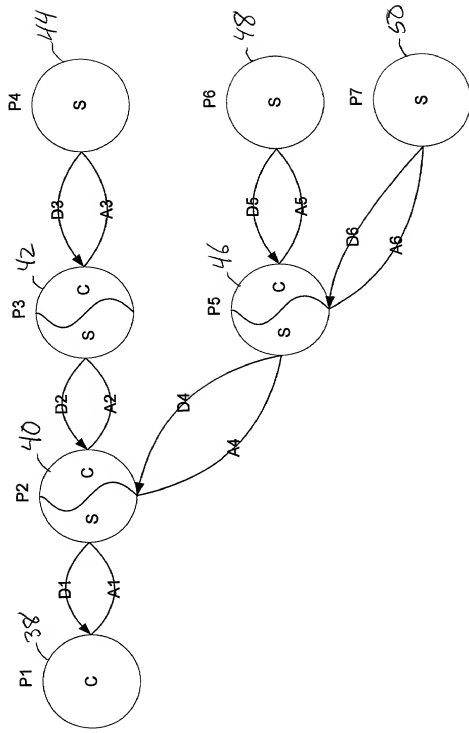
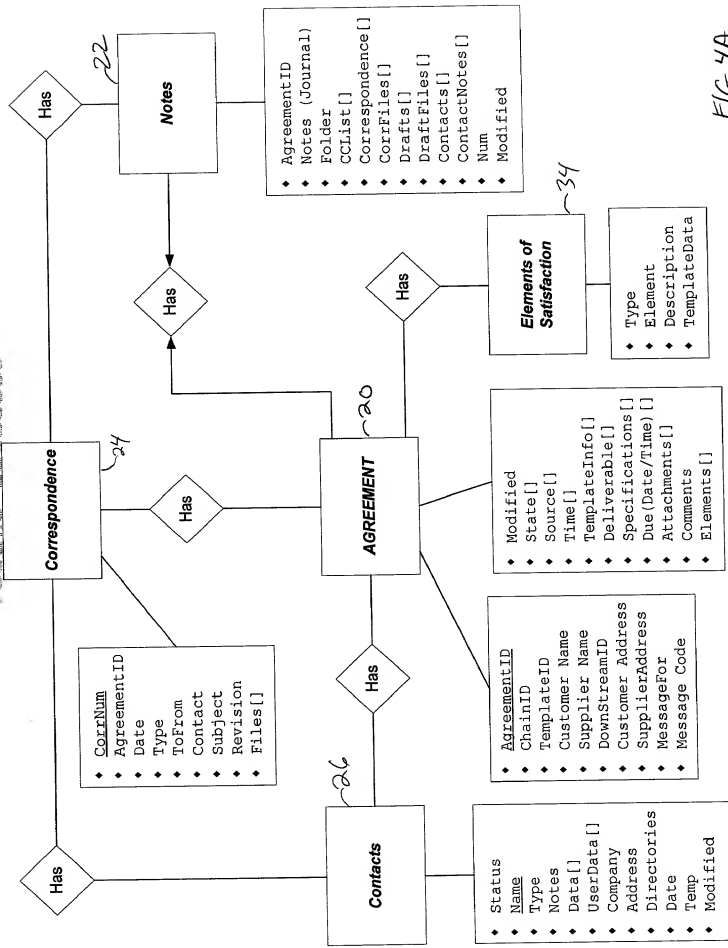


FIG. 3



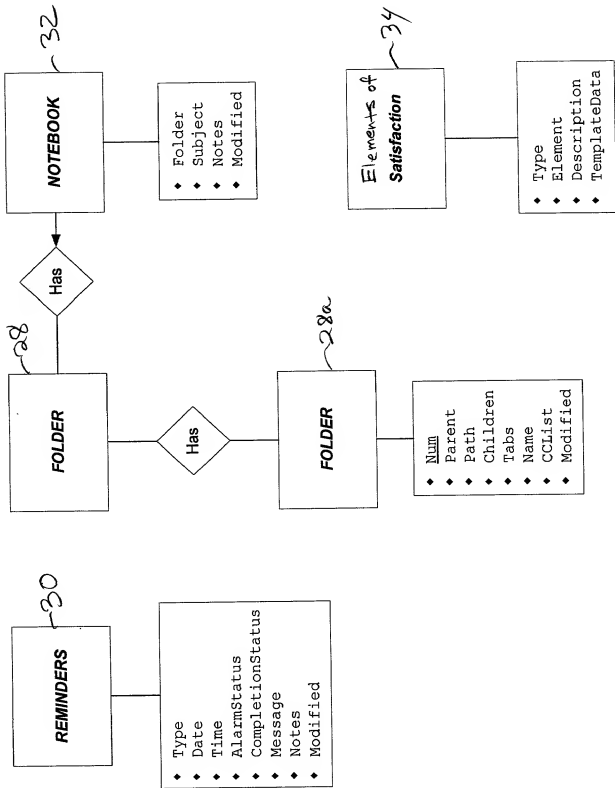


FIG. 4B

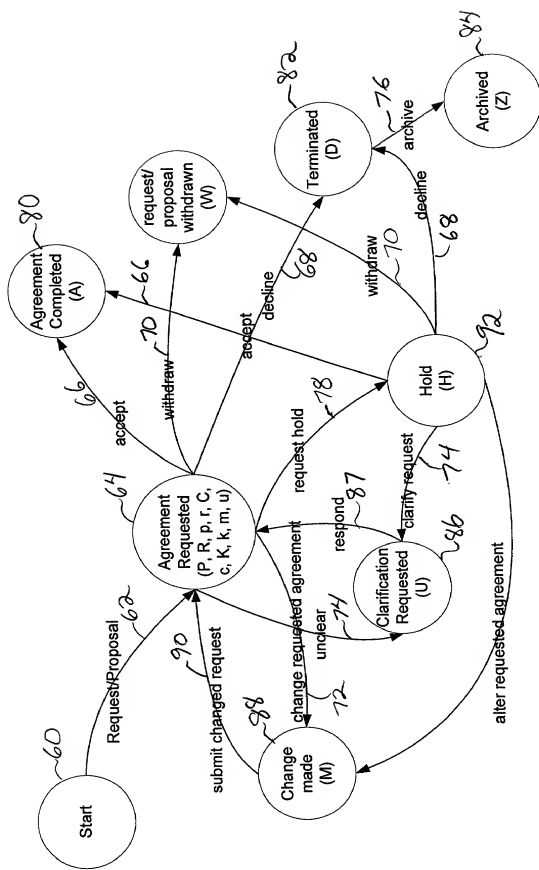


FIG. 5

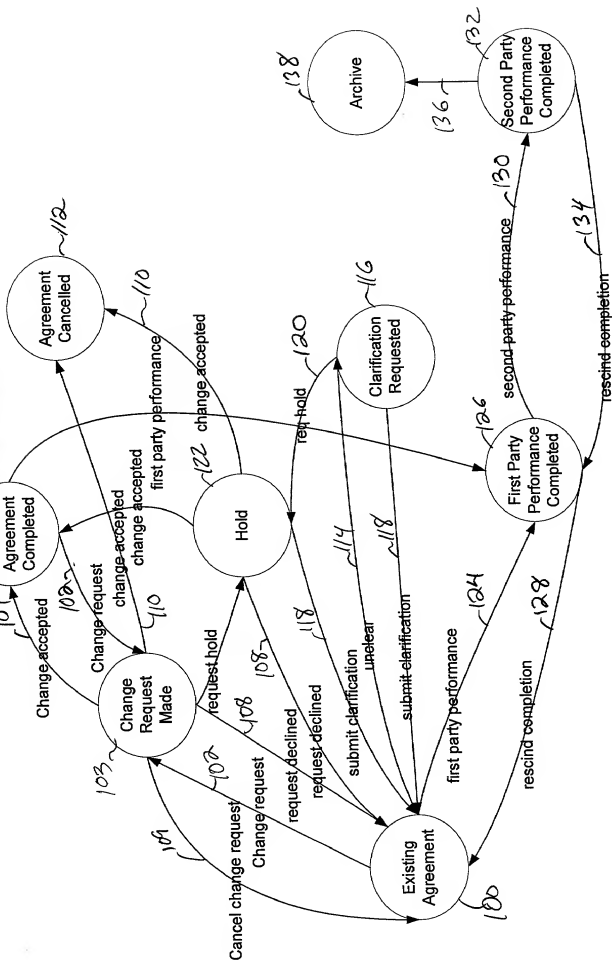


FIG. 6

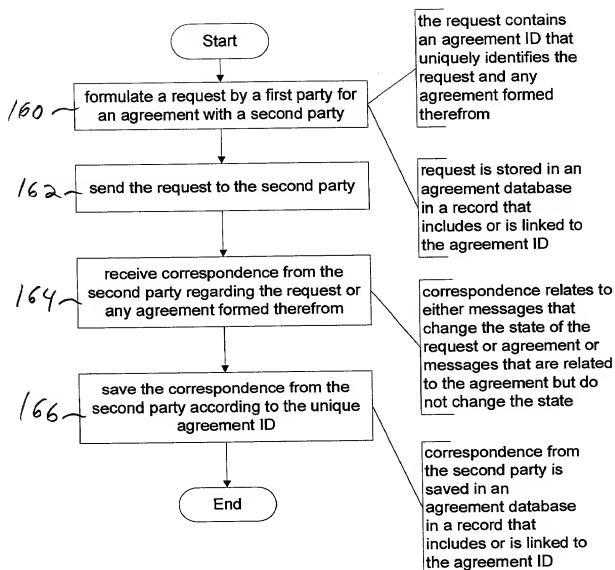
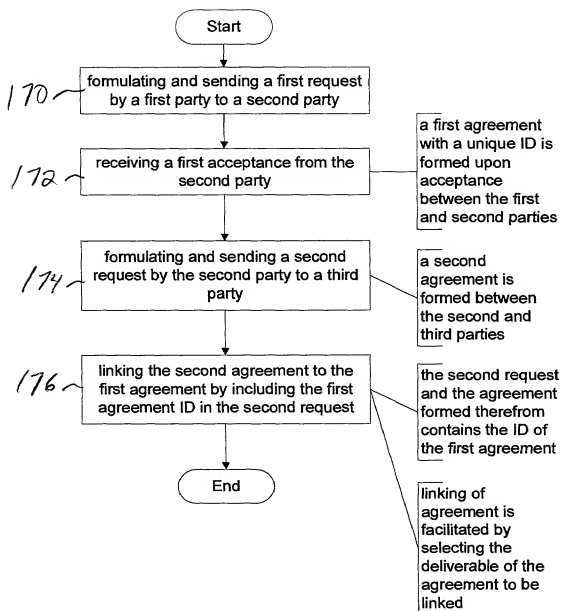


FIG. 7





NEW REQUEST / NEW PROPOSAL FORM

244

☐ New Agreement

01/12/00 Wednesday 2:11 pm

236 DONE

238 CLEAR ALL

240 Send

TRANSMISSION New Request

CUSTOMER You 200

SUPPLIER 202

DELIVERABLE 204

206

208 242

TE PLATES

DUE DATE & TIME 210

ELEMENTS OF SATIS On Time, Good Communication, Return Phone Calls

212

MESSAGE 214

246

FOLDER 216

CC LIST 218

222

220

ATTACH TO CUSTOMER 224

DS FOLDER 226

DS DELIVERABLE 228

DS DATE/TIME 230

REPEAT 232

PRIVATE NOTES 234

256

258

SUPPLIERS

248

250

252

254

260

RESET SELECTION

SELECT ALL

DELETE SELECTED

ADD A GROUP

SAVE THIS GROUP AS

CONTACTS 3 = C

Aaron Davis

Adam J. Kedleck

Adeliza Aragon

Adelyn Pena

Ajit Gokhale

Al Caleviz

Al Garza

Al Hollis

Alan Frazer

FIG. 9A

A completed NEW REQUEST form is shown below.

AMS:New				
DONE  CLEAR ALL  SEND	TRANSMISSION	New Request 01/11/00 Tuesday 5:05 pm		
	CUSTOMER	You		
	SUPPLIER	Steve Devitt		
	DELIVERABLE	Toshiba Statistics		
	SPREADSHEETS	Monthly data with quarterly and annual totals for the past two years. Please use Excel.		
	TEMPLATES			
	DUE DATE & TIME	4/4/00 Tuesday 3:00 pm		
	ELEMENTS OF SATIS	On Time, Good Communication, Return Phone Calls		
	MESSAGE	Thanks for taking care of this. Let me know if you need any help getting the numbers from Team Toshiba.		
	FOLDER	Toshiba Production	CORRESPONDENCE	ACCESS
CC LIST +	Marta Weinstein	CC: via E-Mail	Yes	
	Nicolette Kavanagh	BCC: via E-Mail	No	
ATTACH TO CUSTOMER	Murrell Rangerajan			
DS FOLDER	XYZ Report			
DS DELIVERABLE	Report XYZ			
DS DATE/TIME	8/12/00 Saturday 10:13 pm			
REPEAT				
PRIVATE NOTES	Tue. 1/11/00 @ 5:05 pm - Requested this deliverable following up on our phone conversation earlier today.			
SUPPLIERS: <b>FIND</b> Steve Devitt				
RESET SELECTION SELECT ALL DELETE SELECTED ADD A GROUP... SAVE THIS GROUP AS... CONTACTS: S C FIND Aaron Davis Adam J. Kadleck Adeliza Aragon Adelyn Pena Ajit Gokhale Al Galaviz Al Gerza Al Hollis Alan Frazer				
CONTACTS   WINDOWS				

FIG. 9B

THE URGENTS VIEW

280 Good Morning Bob, these items require your immediate attention

288

GO

EXIT

290

STATUS	CONTACT	DELIVERABLE	FOLLOP
Request	Celeste Baron	401K Revision 284	Unfiled Agreements
Request	Celeste Baron	Contribution To Employee Newsletter 286	Unfiled Agreements
Request	Steve Weinstein	Review Of Patent Law Firms	Unfiled Agreements
Proposal	Murali Ranganathan	Requirements For AMS Design	Unfiled Agreements
Clarify?	Steve Weinstein	10% Raise	Unfiled Agreements
Counter	Steve Weinstein	Status Of AMS Specs	Unfiled Agreements
On Hold	Raj Muni	Review Of Annual Budget	Unfiled Agreements

Field or variable does not exist: 292

FIG. 10

# THE REVIEW FORM

Request From Celeste Baron For Contribution To Employee Newsletter		304	
326	ACCEPT <input checked="" type="checkbox"/>	TRANSMISSION TYPE <i>Request From Celeste</i>	TRANSMISSION DATE & TIME 02/01/00 Tue. 7:48 am
	CUSTOMER Celeste Baron		RESPONSE TIME N/A
	SUPPLIER You		STATE 1 / 1
332	UNCLER <input checked="" type="checkbox"/>	DELIVERABLE Contribution To Employee Newsletter	ELEMENTS OF SATISFACTION Return Phone Calls Promptly Complete On Time
328	FIELD <input checked="" type="checkbox"/>	SPECIFICATIONS Submit your article on the employee track and field day in a MS Word file. It should be about 300 words in length.	308
330	DECLINE <input checked="" type="checkbox"/>	QUE DATE/TIME 02/01/00 Tuesday 3:00 pm	
		MESSAGE Bob, thanks for your help on this.	
	FOLDER Unfiled Agreements		CONFERENCE 314
	CC LIST None 310		NEGOTIATIONS 316
	DS CUSTOMER n/a 312		
	DS FOLDER n/a		
	DS DELIVERABLE n/a 318		
	DS DATE/TIME n/a		
	NOTES Tue. 2/1/00 @ 12:46 pm - First received Celeste's request. Tue. 2/1/00 @ 9:08 am - First received Celeste's request.		
	CELESTE'S INFO 320 322 324		
	WORK PHONE 650 208-4959		

FIG. 11

# THE DELIVERABLE LIST VIEW

19 / 19 CONTACT		FOLDER		AMS:List		EMBEDDED SUPPLIER STATUS		FIND & CLEAR	
SELECT		SELECTED: AH		344		All		All	
STATUS	DUE	TIME	CONTACT	DELIVERABLE					FOLDER
✓	01/31	12:00	← Raj Muni	\$200					Cash Payments
362 NEW	340	01/31 12:00	← Amad Doratotaj	\$200	346	348			Cash Payments
		01/31 12:00	← Ajit Gokhale	\$200					Cash Payments
364 SHOW CHAIN	Request	02/01 3:00	→ Celeste Baron	Contribution To Employee Newsletter					Unfiled Agreements
	Clarify?	02/10 2:30	← Steve Weinstein	10% Raise					Unfiled Agreements
	Proposal	02/10 4:30	→ Murali Rangarajan	Requirements For AMS Design					Unfiled Agreements
366 CHANGE REQUEST	On Hold	02/16 3:00	→ Celeste Baron	401K Revision					Unfiled Agreements
	Counter	02/17 5:00	→ Steve Weinstein	Status Of AMS Specs					Unfiled Agreements
368 HISTORY	On Hold	03/13 9:00	→ Raj Muni	Review Of Annual Budget					Unfiled Agreements
	Request	04/04 3:00	← Steve Dewitt	Toshiba Statistics					Toshiba Production
	Request	04/06 12:00	→ Steve Weinstein	Review Of Patent Law Firms					Unfiled Agreements
370 SYNCH WITH SERVER	Modify?	06/21 9:00	← Peter Katz	XYZ Report Data - Logistic					Logistic Internal
	Request	06/21 11:00	← Ajit Gokhale	XYZ Report Data - Financial					XYZ Report
372 SUI	✓	06/26 2:00	→ Tom Duok	XYZ Report Data - Federal, State,					XYZ Report
	On Hold	07/02 12:40	→ Raj Muni	XYZ Report Data - Operations					XYZ Report
	✓	07/02 10:30	→ Amad Doratotaj	XYZ Report Data - HR					XYZ Report
	08/12 10:13	→ Murali Rangarajan	Report XYZ						XYZ Report

LOG: Fri, 1/21/00 @ 11:25 am - Agreed to provide this report to Murali. We had discussed my participation during this weeks op meeting.

BUREAU'S INFO  
OFFICE PHONE  
(510) 498-7010

▼ NOTES ▼ DELIVERABLES ▼ APPOINTMENTS ▼ E-MAIL ▼ DOCUMENTS ▼ CONTACTS ▼ WINDOWS

376 378 380 382 384 386 388 390 392

# THE SHOW CHAIN FORM

400

442

362

366

368

370

372

AMS:ShowChain

DONE

NEW

CHANGE REQUEST

HISTORY

SYNCH WITH SERVER

QUIT

CUSTOMER: Murreli Rangarajan

SUPPLIER: You

DELIVERABLE: Report XYZ

SPECIFICATION: Word Document

DUE DATE/TIME: 08/12/00 Saturday 10:13 pm

PRIORITY: XYZ Report

CONTACT: Ajit Gokhale  
Celeste Baron

DATE: Fri. 1/21/00 @ 11:25 am - Agreed to provide this report to Murreli. We had discussed my participation during this weeks op meeting.

OFFICE PHONE (510) 498-7010

EFFECTIVE DATE/TIME: 95+ Quality/Non-Variability

CURRENTPRIORITY: 1000000000

BCC: via E-Mail Yes

BCC: via E-Mail No

STATUS	DATE	TIME	CONTACT	DELIVERABLE
	08/12	10:13	→ Murreli Rangarajan	Report XYZ
Request	04/04	3:00	← Steve Dewitt	Toshiba Statistics
Modify?	06/21	9:00	← Peter Katz	XYZ Report Data - Logistics
Request	06/21	11:00	← Ajit Gokhale	XYZ Report Data - Financial
✓	06/26	2:00	← Tom Desk	XYZ Report Data - Federal, State, Local R
	06/28	2:00	← Scott Maidment	XYZ Report Data - Public Relations
On Hold	07/02	12:40	← Raj Muni	XYZ Report Data - Operations
✓	07/02	10:30	← Arad Doratotaj	XYZ Report Data - HR

▼ EDIT

▼ CONTACTS

▼ ZONE

386 388 392

FIG. 13

# ELEMENTS OF CUSTOMER SATISFACTION FORM

**442** **434** **Elements Of Customer Satisfaction** **426**

<b>DONE</b>	<b>SUPPLIER:</b> Celeste Baron <b>430</b>	
	<b>DELIVERABLE:</b> ABC Report <b>422</b>	
	<b>TEMPLATE:</b>	<b>ELEMENTS OF CUSTOMER SATISFACTION</b>
	<b>CURRENTLY SELECTED ELEMENTS OF CUSTOMER SATISFACTION:</b>	<b>Bob's Element</b>
	Consistency Of Performance	Commitment To Continuous Improvement
	Commitment To Continuous Improvement	Consistency Of Performance
	Focus On Customer's Wants & Needs	Consistency Of Purpose
	Eagerness To Please Customer	Cost Of Doing Business With Supplier
	Dependability	Cycle Time (One Unit)
		Dependability
		Eagerness To Please Customer
		Focus On Customer's Wants & Needs
		Gets Accurate, Complete, & Timely
		Gives Accurate, Complete, & Timely
		Importance Of Customer To Supplier
		Information/Communication
		Minimize Risk
		Openness/Honesty/Loyalty
		Pricing Of Extras
		Processes/Systems Design
		Processes/Systems Implementation
	<b>424</b> <b>434</b>	
	<b>436</b>	
	<b>438</b>	<b>440</b>
	<b>432</b>	
	<b>Minimize Risk</b> <b>430</b>	
	This would be a descriptive line or two about the meaning of "Minimize Risk".	

FIG. 14



# ELEMENTS OF CUSTOMER SATISFACTION SCORE FORM

CUSTOMER		Murrell Rangarajan	
DELIVERABLE		Report XYZ	
REVIEW DATE/TIME		10/08/99 Friday 8:57 am	
STATUS		3 / 3	
DONE	ELEMENT OF CUSTOMER SATISFACTION		
SCORE	QUALITY / NON-VARIABILITY 95 (Provide consistent high quality product.)		
CANCEL	Wonderful!		
	DEPENDABILITY 92 (This would be a descriptive line or two about the meaning of 'Dependability'.) Much better!		
	INFORMATION/COMMUNICATION 85 (Be accessible, provide complete information when requested, be knowledgeable.) Thanks for your improvements in this area.		
	FOCUS ON CUSTOMER'S WANTS & NEEDS 90 (This would be a descriptive line or two about the meaning of 'Focus On Customer's Wants & Needs'.) No comment		
	COMMENT You're doing good work!		
NOTES    REVIEWED    AFFIRMED    EMAIL    DOCUMENTS    COMMENTS    GRAPHICS			

FIG. 15

# FOLDER SELECTOR FORM

FOLDER		AMS Ideas	CC LIST
DONE	FOLDER HIERARCHY	Desktop	Celeste Baron
INSERT FOLDER		AMS	Murali Rengarajan
RENAME FOLDER		AMS Ideas	Raj Muni
DELETE FOLDER		Panorama AMS	Steve Weinstein
FILL WINDOW		WebAMS	
		WebAMS Development	
		XYZ Report	
		Cash Payments	
		Cooky	
		Inyo	
		AMS Software Development	
		Allan & Jim	
		General Inyo Stuff	
		Inyo Legal	
		Less Reflections	
FIND		VIEW/MODIFY CC LIST	

Fig. 16

# RECIPIENT LIST SELECTOR FORM

DONE	RECIPIENT	NEGOTIATING		CORRESPONDENCE			TRANSMISSION METHOD			SOURCE
		YES	NO	TO	CC	EMAIL NAME	EMAIL	FAX	PRINT	
	Celeste Beron	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		Folder
SAVE AS A GROUP	Murrell Rangarajan	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		Folder
	Nicolette Kavanagh	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		Agreement
	Raj Muni	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		Folder
RESET	Steve Dewitt	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		Agreement
CLEAR ALL										
CANCEL										
<div> <div>RECIPIENT GROUP NAME</div> <div>NEGOTIATING</div> <div>CORRESPONDENCE</div> <div>TRANSMISSION METHOD</div> </div> <div> <div>DEFAULT <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</div> <div>DEFAULT <input type="checkbox"/> TO <input checked="" type="checkbox"/> CC <input type="checkbox"/> FAX <input type="checkbox"/> NONE</div> <div>DEFAULT <input checked="" type="checkbox"/> E-MAIL <input type="checkbox"/> FAX <input type="checkbox"/> PRINT</div> </div>										

FIG. 17

# E-MAIL FORM

AMS:EMail	
SEND NOW	TO: Amed Doratotej Celeste Baron Raj Muni
SEND LATER	DELIVERABLE: \$200 DUE DATE/TIME: 1/31/00 Monday 12:00 am
ATTACH FILE	ATTACHMENT
CANCEL	SUBJECT
	MESSAGE
<div> E-MAIL CONTACTS VIEW </div>	

FIG. 18

Notebook	
SUBJECT	NOTES
20360 Refinance AMS Improvements AMS Marketing Angles Assemblyman Lou Papan DMV Investigations ICU John Ralston's Photos Name For Inyo Software NC County Offices Paul O'Grady Peter Katz Pillsbury Lake Resort Price Club Mortgages Real Estate Investment Seab Attorney Seab Story Web Sites To Check Out	Fri. 6/11/99 @ 10:03 am - M - Attended Learning Annex course taught by . His premise was to purchase new or newer homes for rentals. He has it all set up including purchase of new homes from developers, realtors to show you around (Phoenix, Tempe mostly), and property managers to rent and watch things at 6% of lease amount plus 6% each month's rent. See folder with info and notes from this seminar.

FILE IN SUBJECT   AFFORDMENTS   E-MAIL   CONTACTS   WINDOWS

FIG. 19